V12 FAQ

V12 LCD Headset

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General

1. What is the main difference between the V12 and other Bluetooth headsets?

The V12 has a backlit LCD screen which provides the user with q lot of information about the status of the headset. Rather than relying on flashes of LED lights like other headsets, the V12 tells the user exactly what it is doing, using defined status symbols and words. The following information is displayed on the V12 screen - Caller ID, battery and charge levels, volume level, vibrate status, Bluetooth connection status, redial and voice dial status, the phone that is connected (up to 5 devices can be paired) and a history of received calls.

2. What is included in the V12 package?

Included in the box is the V12 headset, an AC adapter, one small and one large removable ear hook, a neck strap with a micro USB plug for easy use, a User guide and a 2 year Warranty card.

3. How does the V12 use the Bluetooth technology?

Bluetooth is used to send and receive voice signals over radio waves between your mobile phone and the V12. It allows the V12 to control phone calls on your mobile phone remotely and to view incoming call numbers.

4. How do I handle calls when the V12 is connected?

For incoming calls firmly press the MFB button (Multi-Function Button) once to answer the call. For outgoing calls firmly press the MFB(3) button once to activate voice dialling or dial as per normal from your phone and the call will transfer to the V12.
For redialling the last number called, press the MFB(3) for 3 seconds, redial will be displayed on screen and a second beep is heard. To terminate an active call press the MFB(3) button once.

5. Can I transfer an active call back to my phone to continue it there?

Yes, simply switch the V12 OFF by Pressing and Holding the MFB for 3 seconds and

the call will continue on the phone. Alternatively, disconnect the V12 using your phones Bluetooth Menu.

6. How many devices can I pair to the V12?

The V12 can store pairing information for 5 different Bluetooth phones/devices. It will connect to the last used phone if it is on and in range. If you wish to connect another paired phone select the V12 LCD in that phones Bluetooth menu.
Note: The V12 can only connect to one phone at a time

7. Is my phone compatible?

If your phone has Bluetooth, it more than likely supports a Handsfree or Headset Bluetooth profile, so will work with the V12. Check your phones manual to see if it supports Bluetooth Headset or Handsfree profile.

8. What is the passcode/passkey of the V12?

The Passcode for the V12 is “0000”.

9. Can I change the passcode of the V12?

No, the passkey is inbuilt and cannot be changed.

10. Can I use voice activated dialling?

Yes the V12 supports voice activated dialling if your phone also supports it. This feature requires the phone to support the Handsfree profile which (generally) all newly released phones do support. Headset profile is becoming outdated, thus fewer phones are released only with Headset profile these days. Check your phones user manual for information on setting this up.

11. Can I use the V12 to listen to music on my mobile?

Some phones can send music to the V12 using the Handsfree Profile but it will be a mono signal and sound a bit like an AM radio. Good applications for this are audio books.

12. How often should I charge my V12?

You should only charge the V12 when the LCD Battery Indicator shows 20% or below.

The battery will last for about 300 hrs on standby and much longer if the V12 is switched off in between uses.

13. Can I use my V12 with my computer for VOIP applications?

Yes, you can connect the V12 to a PC or Mac that supports the Bluetooth Headset or Handsfree profile. To do this you need to have Bluetooth enabled in your computer by using a Bluetooth USB Dongle or having a computer that has inbuilt Bluetooth.
Depending on the Bluetooth software installed, the connection process will be different.
Simply put the V12 into Pairing mode, then activate a search using your computer's Bluetooth Software. When the V12 is displayed, enter the Passkey "0000" then start the Headset/Handsfree service by connecting the headset.
Note: Microsoft's® Windows® XP generic Bluetooth driver does not support audio, but your computer may be using a different driver that does support it

To check which Bluetooth driver you have, go to: Control Panel > Sounds, Speech and Audio Devices > Sounds and Audio Devices.
Click on the hardware tab and find the "Bluetooth Audio" in the Devices. Left click on the "Bluetooth Audio" to make it highlighted. Below you can see which manufacturers device driver is linked to the "Bluetooth Audio". Check your computer manufacturers' website for any software updates. Go to our website for more details on using the V12 for VOIP.

14. Do I need to pair the devices every time I use them together?

No, the pairing process is required only once for each phone, unless the devices are deleted.

Bluetooth

1. Is it safe to use Bluetooth devices? I have heard they can allow unauthorised connections.

For Bluetooth security reasons, after you have set up your Bluetooth devices we recommend turning OFF the visibility option in the Bluetooth Menu of your phone so that other Bluetooth users cannot see the your phone. This only applies to a few (mainly older) Bluetooth enabled phones, as most new phones have better security.

2. Can somebody else take control of my V12 if they are in range?

No, the V12 can only connect to previously paired devices that have been authorised.

3. What is the difference between Handsfree and Headset Bluetooth Profiles?

Handsfree Profile allows for extra features to be used with a mobile phone. Some features that Handsfree profile enables are voice dial, redial and call transfer. These particular features are not available using Headset profile. Handsfree Profile also allows for a slightly better call quality.

4. How do I know if my devices are connected?

When Bluetooth is turned ON in your phone you may see a Bluetooth symbol appear on your main screen that changes slightly (colours invert or arrows appear) when connected to the V12. Some phones show a Headset or Car symbol to notify you that the devices are connected.

5. How far can my mobile be from the V12 and still remain connected?

The V12 will remain connected within a range of 10 metres (30 ft). Sound quality may start to deteriorate after about 7 metres depending on your environment and if obstacles are present.

6. Can other electrical devices cause interference with Bluetooth?

Bluetooth technology employs a technique called ‘frequency hopping’ to constantly change the frequency at which it sends data, thus reducing interference with wireless devices like wireless LAN’s, cordless landline phones. However, noise interference can occur if the Bluetooth device is used in close proximity with a microwave. Check if there are any such devices in the surroundings, and if so keep the distance between the V12 and such devices to at least 5 - 10m. Usually, any interference will only cause a slight crackling sound. The frequency of Bluetooth is much higher than that of radio station bands.

7. If I cup my hand over a Bluetooth device the signal strength and quality suffers. Why does this happen?

Bluetooth signals are radio waves and so do not need line of sight to operate. But, radio waves cannot travel through water and as the human body is made up of mostly water they cannot travel through it. Therefore, your hand will create a barrier causing slight interference and a loss of signal quality.

8. What Bluetooth devices can use a Bluetooth headset?

To use the V12 the device must support either headset or Handsfree Bluetooth Profiles. Some devices may only support data transmissions and not audio.

Troubleshooting

1. Why won't my V12 go into pairing mode?

Follow the instructions in the V12 Manual. To enter pairing mode Press and hold the MFB from the off position, until 'pairing' is displayed on screen. If you have already paired 3 different phones to the V12, it will remove the 1st paired phone to enable you to pair the new phone. The V12 sometimes requires a few seconds to establish a connection. Please be patient while devices search and connect to each other.

2. Why can't I hear any sound from the Speaker?

The phone's memory may have become corrupt and can be fixed by rebooting (turning the phone off and on again) the phone. If this does not work, delete pairing information and pair again. Check the volume levels of both your phone and the headset.

3. Why does my V12 sound noisy and distorted?

A low battery can also cause bad voice quality. Please charge the headset if it indicates a low level of charge. Some people like to have their phone ring loudly, but this may cause distortion when transferred to the V12 speaker. In your phone, set up a profile with lower ringing volumes and keypad tones and activate when using with V12. (See your phones user manual for instructions on setting up profiles, some phones can switch profiles automatically). Adjust your phones volume level and that of the headset. You may have low antenna strength from your phone network which may cause signal drop outs or disruption.

4. My V12 worked great but now it won't connect. What can I do?

As newer phones are like mini-computers, they may become corrupt over time and you may need to reset them every so often (at least once a week is good). Simply switch off your phone remove the battery for a few seconds, replace and reboot. The V12 should now connect. If not, delete the existing pairing and re-pair the devices.

5. Why can the talk time and standby time differ with the products specification?

The talk time and stand by time will differ based on different brands' of mobile phones, different distances between devices and the Bluetooth link status you are using (active, sleep, sniff mode etc.)

6. Why does my phone's battery not last as long as it used to?

When you switch Bluetooth ON, your phone is ready to connect to paired Bluetooth devices. This will use more battery power than without Bluetooth ON. The V12 has a standby mode it enters when connected to your phone so that it minimizes battery use. This allows the V12 to have outstanding battery life as well as reducing the power required by the phone.

7. I am having trouble pairing a second phone. What can I do?

When Pairing a second mobile phone, make sure the first phone is off or out of range.
If you cannot connect to a previously paired and connected phone, go to the Bluetooth menu in the phone, select the V12 and Press Connect. Some phones may require that you do this if it is the second device used. You do not have to re-pair the devices, simply manually connect. Some Nokia phones require that you disconnect from the first phone using the phone's Bluetooth menu before connecting with the second.

8. How can I stay near the V12 but not have calls diverted through it?

The V12 will remain connected within a range of 10 metres so if you are staying near the device but want to take calls through the phone simply switch the V12 off by long pressing the MFB button.

9. My phone says "Bluetooth Module not found". What can I do?

This means that your phone cannot find its internal Bluetooth chip for some reason. Restarting your phone should fix this problem. If not please contact your mobile phone manufacturer.

10. I have a PDA phone that pairs to the V12 but has trouble transferring calls. How can I fix this problem?

Go to the phone manufacturers' website and download and install the latest ROM software for your device. Many new PDA phones are software upgradeable and fixes are made available for problems such as this. This is especially the case with newly released devices.

11. Why can't I hear the dial tone from my headset when I dial?

Check the Bluetooth protocol of your mobile phone to see if it supports in-band ring tone. If it does, then you should hear the dial tone (including some Nokia series handsets) or if it doesn't you cannot (including some Sony-Ericsson series handsets).

12. Voice dialling is not successful every time. What can I do?

Using your headset to record the voice tags can enhance the recognition rate.
Please refer to the user guide of your mobile phone. Noisy environments can affect voice recognition. Record your voice commands in a quiet place.

13. I have read all the solutions in this document but I still cannot get my V12 to work properly. What can I do?

Please make an enquiry to on our website or call the BlueAnt Customer Service Team on 1 866 891-3032 (Nth America), 1300 669 049 (AUS) or 0800 443 122 (NZ)